TODAY'S VISION TOMORROW'S REALITY

The 12th Annual GSA SmartPay® Training Conference

Purchase Card Basics

Presented by Ernest Edwards and Nate Johnson

All of **us** serving you™

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Purchase Card Basics

- Roles and Responsibilities

- Understanding the Purchase Card Program

- Transaction and Authorization Process

- U.S. Bank Program Support

- Access Online and Web-Based Training

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What is a Purchase Card?

- Charge card used by employees

- Method of payment

- Can be used for goods & services for your agency's business needs

- Widely accepted

- Ease of use

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Understanding the Purchase Card Program

- Purchase Card

  - Micro-purchases

  - Contract Payments

- Convenience Checks

- Cardless Accounts

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What Can The Purchase Card Do For You?

- Card controls
  - Transaction size limit
  - Merchant category code restrictions
  - Other non-traditional controls available

- Single invoice presentment
  - 100s of cardholders rolled up to single invoice
  - 1,000s of transactions settled on one bill
  - One payment to the bank instead of multiple checks to merchants

- Financial benefits such as increased cash float and rebates

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Key Features of the Purchase Card

- High merchant acceptance that facilitates usage
- Robust program management technology product-Access Online
  - Program administration
    - Account setup & maintenance
  - Comprehensive reporting
    - Transaction spend
    - Merchant spend
    - Socio-economic group spend
  - Transaction management
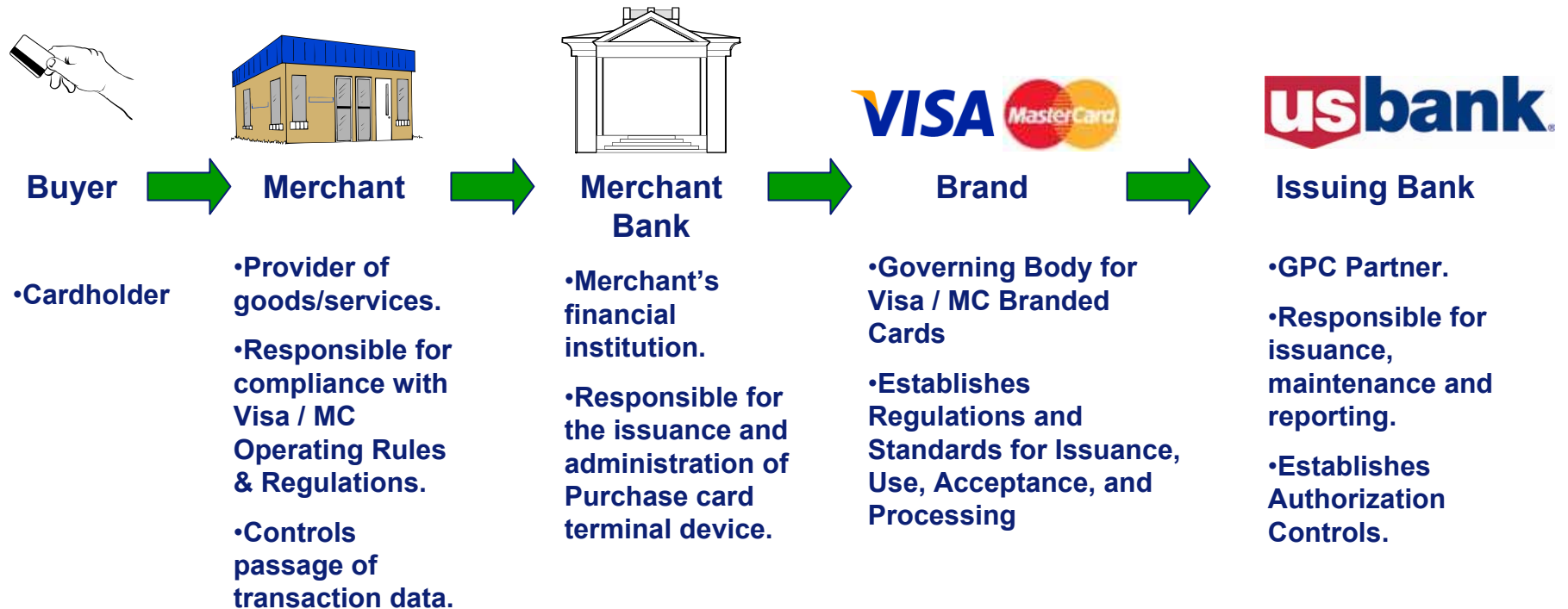   - Allocation, splitting, and approval

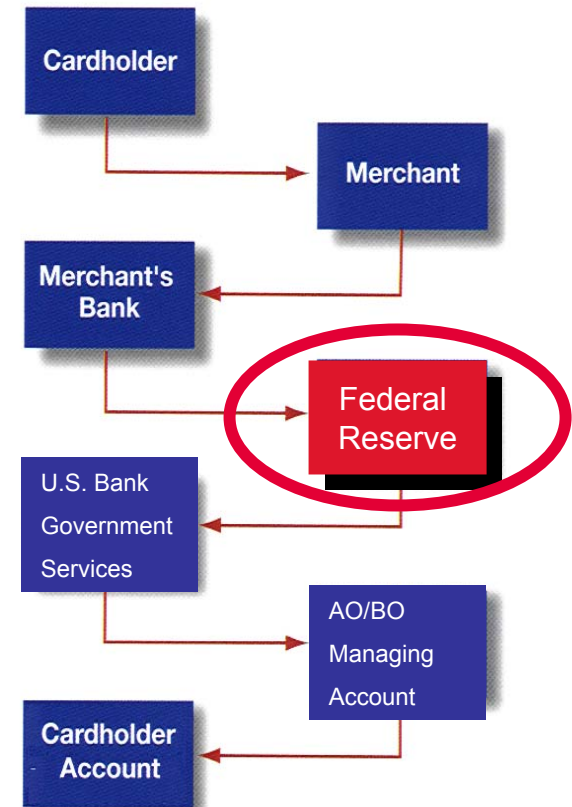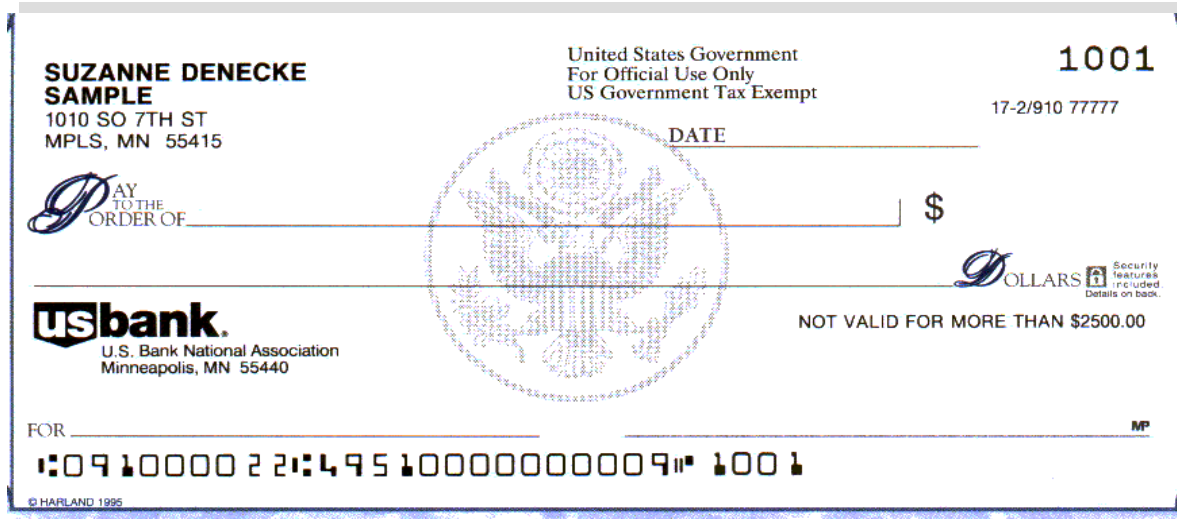**usbank.**

Purchasing Card Trends

- Purchasing Card Benchmark Survey by Richard Palmer and Mahendra Gupta

- Overall combined purchase card usage between corporate and Federal customers expected to reach $218 billion by 2012

- On average, each purchase card transaction results in $70 savings vs. issuing purchase order

- Misuse accounts for only .034% of all dollars spent, and .000067% of all transactions

- Purchasing card misuse lowest in Federal / State agency card programs
  - Highest occurs in City / County

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Transaction Flow Process

Buyer → **Merchant** → **Merchant Bank** → **Brand** → **Issuing Bank**

Buyer
- Cardholder

Merchant
- Provider of goods/services.
- Responsible for compliance with Visa / MC Operating Rules & Regulations.
- Controls passage of transaction data.

Merchant Bank
- Merchant's financial institution.
- Responsible for the issuance and administration of Purchase card terminal device.

Brand
- Governing Body for Visa / MC Branded Cards
- Establishes Regulations and Standards for Issuance, Use, Acceptance, and Processing

Issuing Bank
- GPC Partner.
- Responsible for issuance, maintenance and reporting.
- Establishes Authorization Controls.

Convenience checks

- Convenience Checks **cannot** be disputed.

- Part of the GSA OCCM Initiative is to reduce Convenience Check usage by 5% during FY2010.

- USBank has other products that may help reduce or replace check usage. Please work with your Relationship Manager.

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Green Initiatives

- U.S. Bank will be issuing all cards on recycled plastic, when current card stock has run out

- GSA has following sessions on the Government's Green Initiative

  – Buy Green with GSA

  – GSA Smartpay in More Than One Flavor: Innovative Products & Services

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Program Terminology

- **SP2** = GSA SmartPay 2 Master Contract

- **TSYS** = Total Systems

- **Access Online** = U.S. Bank Electronic Access System

- **A/OPC** = Agency Organization Program Coordinator

- **SPL** = Single Purchase Limit

- **MCC** = Merchant Category Code

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Roles and Responsibilities

- GSA SmartPay Contracting Office
  - Administrator of the Master Contract between GSA and the banks

- U.S. Bank
  - Issuing Bank for Department's/Agency's Government Purchase Cards

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Roles and Responsibilities

- Agency/Organization Program Coordinator (A/OPC)
  - Responsible for his/her agency's/organization's purchase card program

- Approving/Billing Official
  - Responsible for managing the billing, payment, and/or approval process

- Cardholder
  - Responsible for using his/her purchase card in accordance with the agency's/organization's policies and procedures

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Understanding the Purchase Card Program

Sample Purchase Card Program Structure

LEVEL #	REPORTING HIERARCHY		PROCESSING HIERARCHY
Level 1	55686	GSA SmartPay Program	Bank Number - 8203
Level 2	00069	Dept. of Transportation	
Level 3	00007	Federal Aviation Admin	Agent Number - 0007
Level 4	10012	FAA Eastern Region	Company Number - 10012
Level 5	51905	ASW-540	Division Number - 61914
Level 6	61914	Houston IAH ATCT	

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Processing Hierarchy Terms

- Bank Number
  - A number used for grouping agents within Total Systems

- Agent Number
  - A four-digit number used to group managing accounts within a "Bank"

- Company Number
  - A unique five-digit number that is directly associated with the managing account

- Managing Account Number
  - The account number used for billing/payment of cardholder accounts

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Authorization Control Options

Spending Limits
- Single Purchase
- Daily
- Cycle
- Quarterly
- Yearly

Merchant Controls
- Pre-Defined MCC Templates
- Custom Templates
- Templates consist of MCCs

Bank Thresholds
- Daily Spend limit
- Number of Daily Transactions
- Mail Order Spend Limit

Transaction Limits
- Daily
- Cycle
- Quarterly
- Yearly
- User Defined

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Frequently Used Account Status Codes

CODE	DEFINITION	NOTES
Open	Account Open/Active	"Open" or Blank
V9	Voluntary Close	Temporary Closure
T9	Termination	Permanent Closure
F1	Lost/Stolen	Account Closed
FA	Fraud	Account Closed, Fraud Case Started
FR	Potential Fraud	Account Blocked, Cardholder Contacted

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U.S. Bank Program Support

- U.S. Bank Team
  - Project Manager
  - Directors, Civilian or Defense Programs
  - Relationship Manager
  - Account Manager
  - Account Coordinator
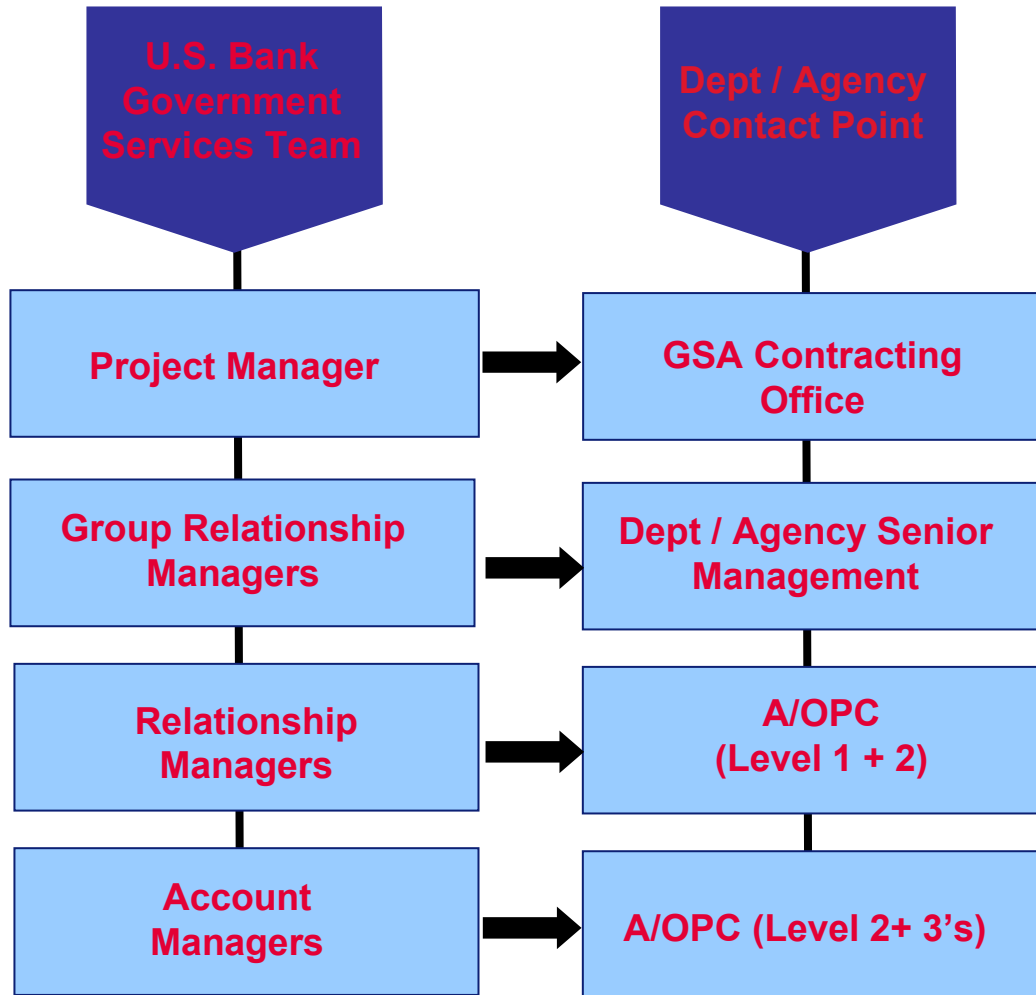 - Technical Helpdesk
  - Customer Service

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Relationship Management

- Works with high level A/OPC's within the agency

- Assists agency with policy & procedures for the card program(s)

- Assists agency with finding ways to maximize rebate

- Performs periodic reviews of the card program

- Monitors mutual account performance goals

- Introduces value added products & services

- Assists with implementations and agency reorganizations

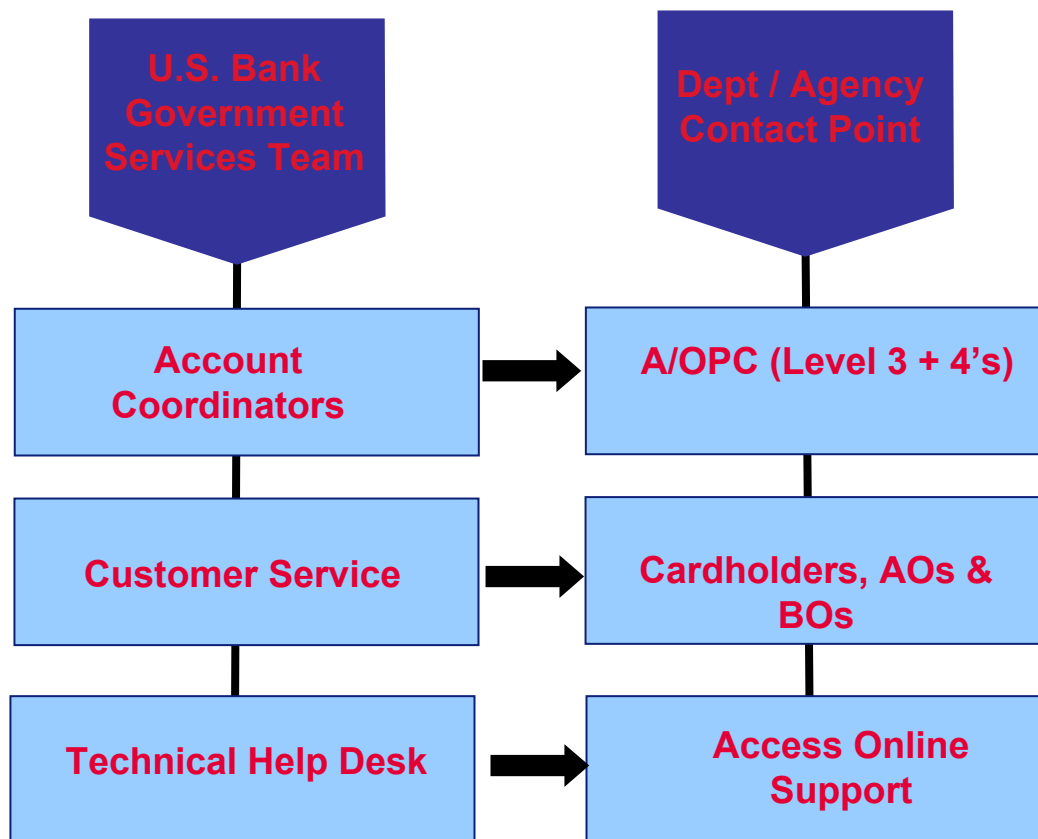- Other overall program/agency initiatives

- Relationship Managers are located in Washington, DC
- Account Managers are located in DC, Minneapolis, MN and Fargo, ND

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U.S. Bank Program Support

U.S. Bank Government Services Team	Dept / Agency Contact Point
Project Manager	→ GSA Contracting Office
Group Relationship Managers	→ Dept / Agency Senior Management
Relationship Managers	→ A/OPC (Level 1 + 2)
Account Managers	→ A/OPC (Level 2+ 3's)

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U.S. Bank Program Support

U.S. Bank Government Services Team		Dept / Agency Contact Point
Account Coordinators	→	**A/OPC (Level 3 + 4's)**
Customer Service	→	**Cardholders, AOs & BOs**
Technical Help Desk	→	**Access Online Support**

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U.S. Bank Account Coordinator Team

(800) 254-9885 - option #3

- Jennifer Dalhed (USDA)
- Nicole DeMario (Army/DoD Agencies)
- Brian Ollison (FDIC, GAO, VA)
- Lisa Eriksson (VA)
- Chris Meyers (DOT, CFTC, FMCS, USPS)
- Kaydee Weida (Army, DoD Agencies, VA)
- Brock Anderson (USAF)
- Krissy Kane (VA)
- Virlisa Lane (Army, USAF, DoD Agencies)

Gov.Service@usbank.com

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Account Coordinators

- Located in Minneapolis, MN at U.S. Bank Plaza

- Available 7:00 am to 6:00 pm central time

- Supports the A/OPC

- Can be reached at 800-254-9885 option 3,direct at 612-973-1383, or gov.service@usbank.com

- If you reach your AC's voice mail, you may press 0 to be transferred to the next available AC for assistance

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U.S. Bank Customer Service Team

- Located in Fargo, ND and Coeur d'Alene, ID

    – 888-994-6722 - Toll Free

    – 701-461-2232 – Direct

        – Collect calls accepted

- Available 24 hours / 7 days per week

- Supports A/OPCs, Financial Managers, Approving Officials, Cardholders

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Reasons for Contacting Customer Service

- Payment Inquiries

- Balance inquiry

- Statement request – also available on Access Online

- Card Replacement

- Report card Lost/Stolen

- Disputes – also available on Access Online

- Declined Transaction – also available on Access Online

- Card Activation

- Check Orders – also available on Access Online

- Access Online password reset and general navigation

- Other

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U.S. Bank Technical Support Team

- 800-254-9885
- Located in Fargo, ND
- Access Online support – option #2
  - Navigation
  - Troubleshooting
    - Effective 11/30/2008, support team available 24 hours / 7 days per week
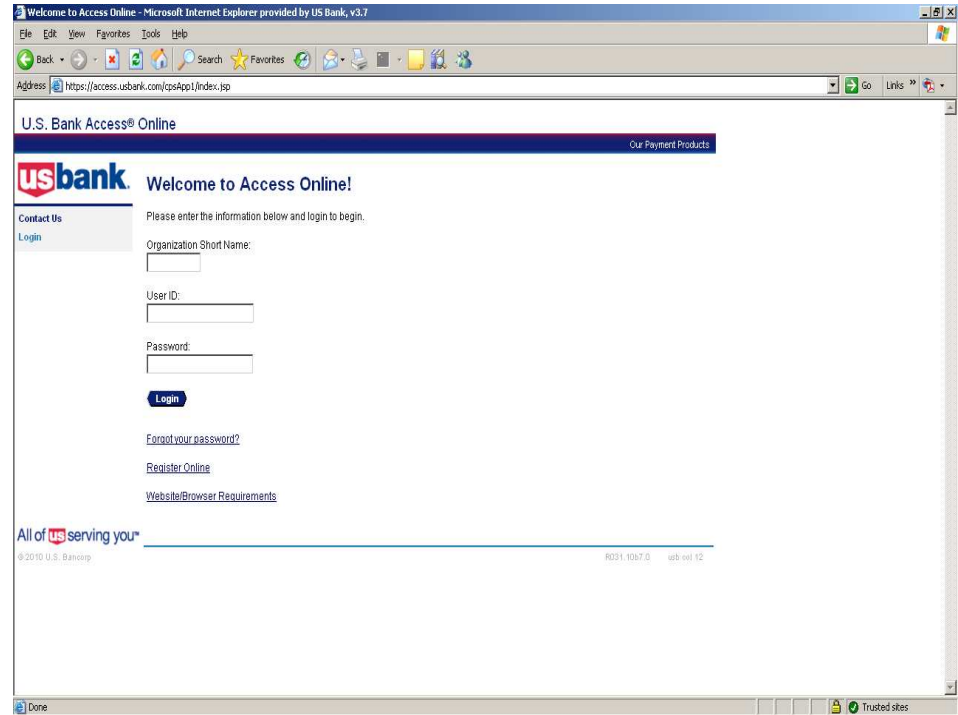- Association Data Mining Tools support – option #3

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Access Online Technical Support

- Now Available 24 hours a day, 7 days a week

- Located in Fargo, ND & Coeur D'Alene, ID

- Dedicated, trained staff handling over 12,000 calls monthly

- Required for Verification: User Id & Password

- Assist with error messages

- Assist with Access Online program issues

- How To?

- Password reset

- Can be reached at 800-254-9885 option 2, direct at 701-461-0186, email accessonlinesupport@usbank.com

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U.S. Bank Access® Online

- Internet-based Electronic Access System

- Available anytime, anywhere

- Secure, entitlement/ hierarchy based log-on

- https://access.usbank.com

File   Edit   View   Favorites   Tools   Help

Back   ·   ·   Search   Favorites

Address   https://access.usbank.com/cpsApp1/USBComLogonServlet   Go   Links »

U.S. Bank Access® Online

US Bancorp

Our Payment Products   Logout

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Language Selection:

English

Request Status Queue
Active Work Queue
System Administration
Account Administration
Payment Plus
Order Management
Transaction Management
Travel Expense
Management
Enhanced Supplier
Management
Account Information
Reporting
Data Exchange
My Personal Information

Home

Contact Us

All of us serving you™

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Done   Trusted sites

Access Online Web-based training

- Self-guided tour offering 24 lesson modules

- System allows enrollment/ certification options

- User guides, quick reference documents, and simulations
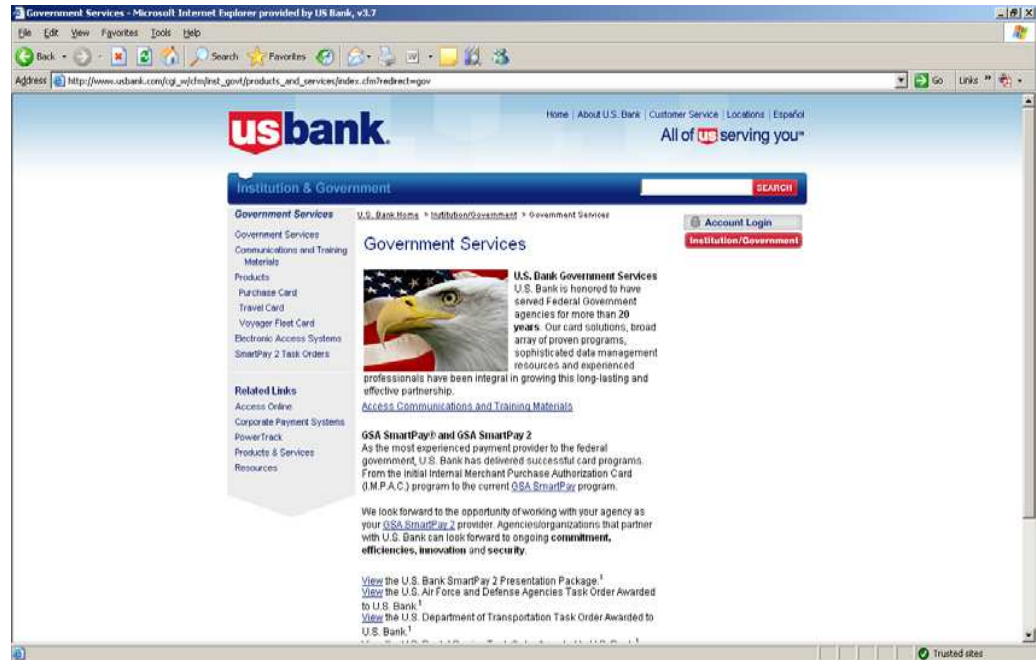

- https://wbt.access.usbank.com
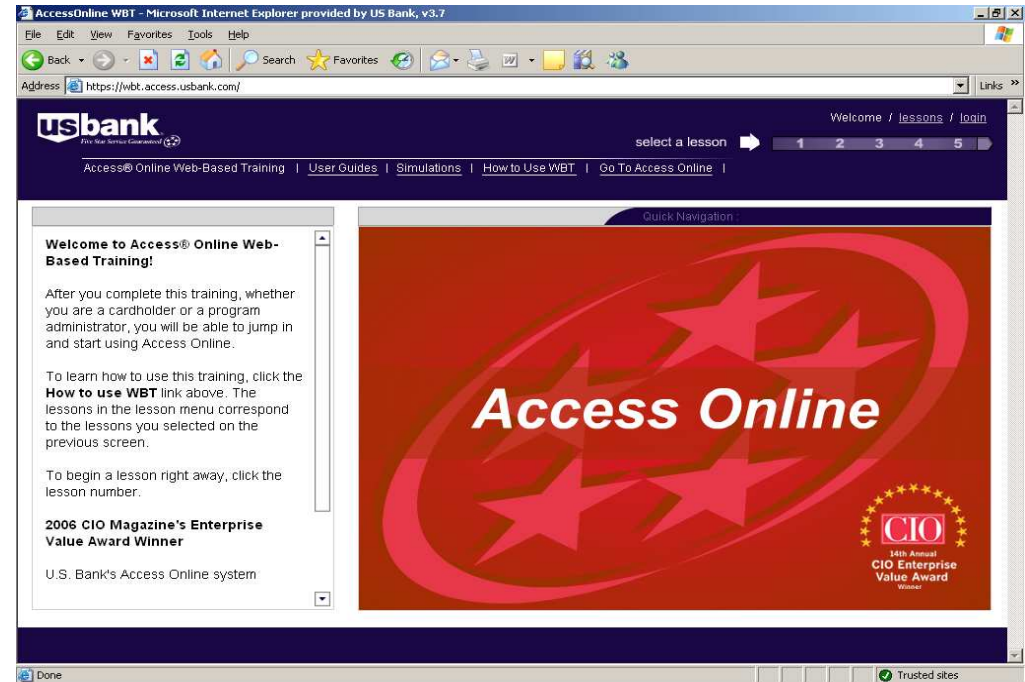
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U.S. Bank Government Services website

- One-stop shop for program information

- Agency-specific guides and forms

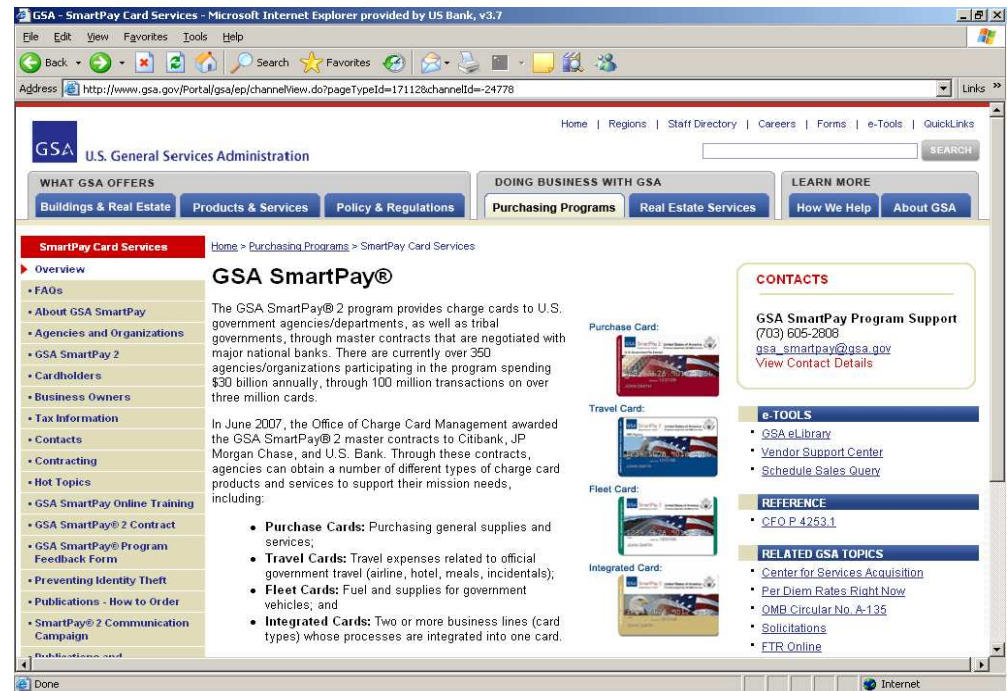- Links to other applicable U.S. Bank products/solutions

- http://www.usbank.com/gov
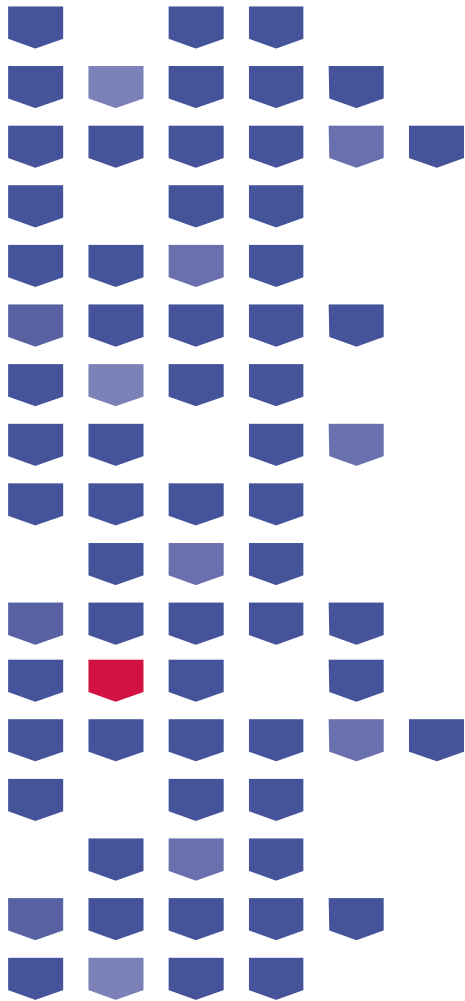
- http://www.usbank.com/gov_forourclients

GSA SmartPay website

- General information regarding purchase card program

- Cardholder & A/OPC training

- Tax exempt information

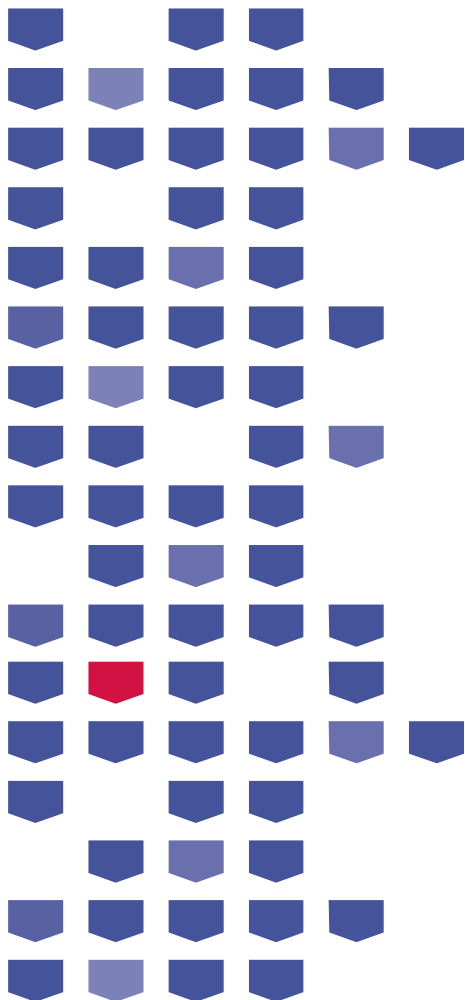- Presentations, publications, OMB circulars

GSA Website is slated to for improvements in Fall of 2010

Questions?

Thank You

Presentations will be available on

www.usbank.com/sp2presentations

after the conference

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